

CHAPTER 3

SECTION 1.6

HELP DESK SUPPORT

1.0. CONTRACTOR OBLIGATIONS

Contractors must fulfill the following obligations before contacting the **DMDC Support Center** for problem resolution:

- Only two individuals (one primary, one backup) per contractor in each region may contact the **DMDC Support Center**. It is the responsibility of the contractor to designate these individuals, inform their organization that all issues must be routed through either of these two people, ensure these two individuals are properly trained and technically competent, and ensure compliance with this requirement.
- Contractors will forward the names, telephone numbers, and e-mail addresses of their regions' designated primary and backup points of contact via e-mail to the DEERS Help Desk. Each name will be identified as to whether it is the primary or backup point of contact. For those contractors with more than one region, a single e-mail identifying the points of contact by region is sufficient.
- Contractors will forward updates to the **DMDC Support Center** via e-mail when a primary or backup point of contact replacement occurs. The e-mail will provide the replacement's notification information as identified above as well as identifying who is being replaced.

Individuals who contact the **DMDC Support Center** who are not on the approved list, but should be, will be requested to have their manager/supervisor submit e-mail containing updated point of contact information to the Help Desk. The Help Desk will not modify the Approved List without supporting e-mail from the contractors.

- Individuals who contact the **DMDC Support Center** who are not on the approved list and who are not replacing a current primary or backup point of contact will be asked to coordinate their issues with their designated points of contact.
- Contractors must make reasonable efforts to internally resolve any issue prior to use of the DMDC support services. For example, the contractor must verify connectivity on its own network.
- The contractor will provide an adequate amount of information to the DMDC so that a problem can be replicated before the commencement of DMDC's support.
- Issues submitted with inadequate information will be returned to the contractor.
- All updates to DOES must be tested by the MCSC/USFHP provider and, if operable, installed and used. DEERS will only support the current and prior release of the DOES application.

NOTE: The DMDC is not responsible for any problem caused by the following:

- Incorporation of attachment of a feature, program, or device to DOES, or any part thereof
- Any nonconformance caused by accident, transportation, neglect, misuse, alteration, modification, or enhancement of DOES
- The failure to provide a suitable installation environment
- Use of DOES for other than the specific purpose for which DOES is designed
- Use of DOES on any systems other than the specified supported hardware platform and/or operating system
- Use of defective media or defective duplication of DOES
- Failure to incorporate any previously released update
- Communications Issues
- Firewalls external to DMDC
- Software distribution & installation of software used by the MCSC/**USFHP provider**

2.0. REPORTING ISSUES TO DSO

The **DMDC Support Office (DSO)** is responsible for researching and resolving personnel or person discrepancies and correcting enrollment records. The contractor is responsible for establishing designated points of contact (POC) with the DSO, and the DSO will only accept issues submitted by these POCs. The contractor **must have a quality control process in place**. The POCs are responsible for reviewing all DSO requests for accuracy **and necessity prior to** submission. Any request that is not clear or complete will be returned to the contractor.

2.1. Reporting Discrepancies And Corrections To HCDP Enrollments

Problems or requests that are related to personnel or person discrepancies should be reported directly to DSO via **TMA/MCSC Interface, a web-based on-line system**. Any issue that affects the beneficiary's immediate medical care should be indicated as **"1-urgent"**. **Any issue that impacts their enrollment or disenrollment should be indicated "2-high priority"**. **All other issues should be indicated "3-routine"**. The DSO will provide assistance for resolution of issues in the areas outlined below.

- Beneficiary doesn't show as eligible, contractor has documents that indicate eligibility
- Duplicate person (individual listed as both spouse and child or a duplicate of the same person)
- Erroneous person data (such as incorrect DOB)

Required Enrollment corrections that cannot be performed in DOES include changes to an enrollment or Primary Care Manager (PCM) that is not the most current enrollment or

PCM segment, and cannot be made current through a cancellation of a later segment via DOES. These types of requests should follow the TRICARE Correction Request procedures outlined below:

- Contractors must make reasonable efforts to internally resolve any issue prior to use of the DSO support services. Perform all actions to the extent possible in DOES first. The form will require an explanation of why the corrective action could not be performed in some cases.
- Requests submitted with inadequate information will not be allowed for submission through the DSO TMA/MCSC Interface.
- All requests must be submitted in accordance with the guidelines provided in the User's Guide. The request must be submitted using the TMA/MCSC Interface located at: <https://www.dmdc.osd.mil/tma>.
- All correction requests must include the POCs name and telephone number. The analyst may contact the POC via telephone, if there is a question regarding the request.
- The status of the request may be viewed at any time. Completion of the request can be verified by accessing the request through the Main Menu and selecting View Request Status.
- All requests will be handled as priority, but the volume of requests may have a direct impact on the response time. Note: Only those issues that affect the beneficiary's immediate care should be marked as urgent - Category 1.

2.2. Requirements For Submission Of Request

- Only two individuals (one primary, one backup) per contractor in each region may contact the DSO. It is the responsibility of the contractor to designate these individuals, inform their organization that all issues must be routed through either of these two people, ensure these two individuals are properly trained and technically competent, and ensure compliance with this requirement.
- All TRICARE Correction Requests will be checked for accuracy by the designated POCs prior to submission to DSO.
- Contractors will forward the names and Social Security Numbers of their regions' designated primary and backup points of contact via password protected e-mail to the DSO POC at dso.tma@osd.pentagon.mil and the TMA Program Manager. A contact number should be included in the e-mail. Each name will indicate which individual is the primary or backup POC.
- For those contractors with more than one region, a single e-mail identifying the points of contact by region is sufficient. These POCs will be granted access to the website. Logon information will be provided at the time of activation.
- Contractors will forward updates to the DSO POC and TMA Program Manager via e-mail when a change to the primary or backup POC occurs. The e-mail will provide the replacement's notification information as identified above, as well as, identifying who is being replaced.

- Individuals who contact the DSO who are not on the approved list, but should be, will be requested to have their manager/supervisor submit an e-mail containing updated POC information to the DSO. The DSO will not authorize access to the website and modify the Approved List without a supporting e-mail from the contractor.